Reaching out to older persons in need of care at home or in the community

18th November 2020

UNECE POLICY SEMINAR
Our vision is that every older person has the opportunity to age happily and securely at home.

Our mission is to revolutionise how we age by offering innovative and supportive services for older people, their families and our community.
Our Direct Services

**What we do**

**Our impact**

- Improving quality of life
- Improving independence
- Improving physical and mental health
- Increasing wellbeing

**Making change nationally**

- Infrastructure to provide scalable and transferable services for older people
- Developing new replicable housing models to enable choice in housing for older people
- Inter-agency working and campaigning to change Government policies
- Mapping the needs of older people nationwide to better provide services

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**Housing with Supports:** Provides age friendly housing to older people.

**Support and Befriending:**
Regular visits, help with practical tasks, telephone services and social prescribing.

**Coordinated Support:**
One point of contact to help and facilitate ageing at home.

**Technology:**
Using technology to build networks and enable older people to stay secure and well while living independently.

**Helpline for older people**

We're ready to help

0818 222 024

Call ALONE between 8am-6pm if you have concerns about your own wellbeing, or of an older person you know. Visit HSE.ie for updated factual information and advice.
Sample Partnerships

**Statutory Services and government departments**
- Discharges/Referral Pathways
- Befriending
- Hospitals, Community & Tech-Enabled Care
- Campaigns
- Housing Facility & Conditions Report

**Local Authorities & AHBs**
- Housing with Support

**NGO & Community Groups:**
- Training for staff & vols on: Budgeting, LGBT, depression, dementia,
- Care & Repair
- Campaign for housing needs
- Social Prescribing/ Activities & events for OP to attend
- NGO stakeholder collaboration & action

ALONE’S current partnerships stand at 47, with three additional draft MOU’s in place.

- St. Marys Hospital, Dublin
- Clonskeagh Hospital
Technology Engagement

Advancing digital literacy / inclusivity
Strengthening supports for volunteers
Promoting home-based e-health access
Navigation to community-based services
Sharing information – security / privacy
Scaling collaboration platform

Tech engagement target is 5000 older people using ours and others providers technology.
New and Next Phase of COVID-19

**ALONE’s COVID-19 Response Report**
From the launch of ALONE’s Support line to 1st November

- **37,037** calls to our National Support line
- **1,829** Technology Prescription
- **32,827** units of practical support via our volunteers
- **31,564** Social Prescribing (June 1st - Nov 1st)
- **15,745** Older People being supported
- **3,354** Non-COVID Support plans
- **210,977** calls providing support to Older People
- **75%** of callers live alone
- **26%** of callers aged between 75-85 years
- **3,057** practical supports delivered
- **9,531** Support and Befriending Telephone Calls
- **1,619** calls received to ALONE’s National Support Line
- **1** referrals to Local Authority for practical support
- **314** Vulnerable adults identified + receiving an enhanced level of contact and support

**Effects**
- Support and befriending Telephone Services increased by 600%
- Calls to ALONE increased by 400%
- Brief Interventions rose by 700%
- Support Coordination has increased by 250%
- 1 in 5 calls are now cases

**Phases**
- Public Health
- Practical Support
- Loneliness
- Health and wellbeing
- Housing and finance
- Physical health
- Mental health
- Long-term support
- Learning to live with the virus

**Between October 19th - 1st November**

- **940** Practical supports delivered
  - Collection / delivery of food
  - Social isolation, Befriending supports, reassurance
  - Meals delivery
  - Other medical, health, finance, pension needs

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**Highest areas of need**
1. Befriending and Emotional / Mental Health
2. Housing
3. Personal Care / Physical Health & Mobility
4. Technology
We look to a positive future ahead – with trust, strong rooted relationships, integration of services and technology, all with a larger focus on older people to age at home.

Thank you!

0818 222 024
www.alone.ie
hello@alone.ie

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